

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

FOR

**Task Orders Placed Under
BPA GS05Q15BMA0013
(ITSS Solicitation #ID05150001)
Intelligence Mission Data Support (IMD)**

**A procurement by the U.S. General Services Administration
on behalf of the
National Air and Space Intelligence Center
Wright-Patterson Air Force Base, Ohio**

**NAICS 541330 – Engineering Services
Product Service Code (PSC) - R425 – Engineering and Technical
Services**

Introduction

This QASP (Quality Assurance Surveillance Plan) has been developed in accordance with FAR 46.4 and requiring agency instructions and regulations, i.e., Air Force Instruction 63-124.

This QASP has been developed to provide an effective and systematic method for monitoring, evaluating, and documenting contractor performance of the requirements in the PWS (Performance Work Statement), SOW (Statement of Work), or TAG (Task Assignment Guide) of this task order. The government will monitor contractor performance to assess the acceptability of the services provided and not the details of how the contractor accomplishes the work.

The Government retains the right to inspect all services and supplies furnished under this contract / order in accordance with the provisions of the contract regardless of their specific inclusion in this QASP.

Contractor Responsibility

The contractor, and not the government, is responsible for managing work, ensuring that performance is satisfactory and compliant with contract provisions, and performing quality control and quality assurance functions to ensure that products and/or services meet contract requirements. Additionally, the contractor is responsible for taking all actions necessary to correct unsatisfactory, deficient, or non-compliant work.

Surveillance Monitoring

Contractor performance under this task order will be monitored by the GSA Contracting Officer's Technical Representative (COTR) and by the National Air and Space Intelligence Center (NASIC) CR (Government Client Representative) and/or ACR (Alternate Client Representative).

Surveillance methods will include review and analysis of end items, monitoring timeliness of deliveries, and observance of management practices and professionalism exhibited by contractor employees. The specific performance expectations are listed and described in the Service Delivery Summary found in the PWS/TAG or in the attached Surveillance Objectives, Measures, and Expectations (if applicable).

Responsibilities of the Contract Monitors

- A. The Contracting Officer's Technical Representative (COTR) and the requiring agency's CR (Government Client Representative) and ACR (Alternate Client Representative) are responsible for monitoring, evaluating, and documenting contractor performance. They shall work jointly to perform the following functions.
1. Discuss performance requirements with the contractor during the pre-performance conference.
 2. Establish a schedule for routine monitoring events, if applicable.
 3. Review, monitor, and evaluate all items (services performed, work products, and/or delivered items) as listed in the PWS/TAG in accordance with the stated performance measures. Verification of the level of performance compliance shall be performed by analysis, demonstration, inspection, or test. The evaluator shall determine the degree to which contractor performance meets the established performance standards.

4. Verify timeliness of deliveries.
5. Hold performance assessment meetings with the requiring agency's technical representative.
6. Complete and/or compile performance documents for each evaluation period. These documents include—
 - a. The Contractor's Monthly Project Status Reports, if applicable.
 - b. The Contractor's Monthly Labor Hour and Expenditure Report, if applicable.
 - c. The Contractor Performance Report (using the CPARS (Contractor Performance Assessment Reporting System) Standard Contractor Performance Report, or other approved reporting document) - The Contractor Performance Report should be completed by the COTR within two weeks after the end of each evaluation period. The Contractor Performance Report is to include the following information.
 - (1)Contract or Order number
 - (2)Dates of the evaluation period.
 - (3)The standards and measures used to make performance evaluations.
 - (4)Input from the requiring agency's technical representative, CR and ACR, including--
 - (a)Observations of performance (positive, acceptable, negative, unacceptable, including both successful achievements and deficiencies) in each of the areas listed on the Performance Evaluation Report. This can include observations and input from stakeholders and those reliant upon or recipients of the contractor's performance.
 - (b)Notation of deficiencies or non-compliance with contract or delivery order provisions, statement of work requirements, or task directives. These notations will include a narrative describing the deficiencies or non-compliance, a reference to the contractual provisions or requirement related to the deficient or non-compliant performance, and date the deficiency or non-compliance was discovered or became known.
 - (5)Observations of performance (positive, acceptable, negative, unacceptable) by the COTR.
 - (6)The date and signature of the COTR, CR and/or ACR on each entry.
 - d. Documentation of the date and time the contractor is notified of any deficiency. This documentation shall include a copy of the written deficiency notification sent to and acknowledged by the contractor.
 - e. Documentation of the date and time the contracting officer is notified of any contractor deficiency.
 - f. Documentation of the action(s) or inaction(s) taken by the contractor to correct any deficiency.
 - g. Documentation shall be made on the Performance Evaluation Report (or AF Form 372, if applicable).
7. Ensure that the narrative of all observations is accurate and factual in every respect. The narrative shall be legible and provide the evaluator's observations, evaluation, and conclusions in precise descriptive language. Generalities, personal opinions and vague or ambiguous statements are not acceptable.
8. Provide an updated copy of the Contractor Performance Report to the requiring agency's program manager and to the contracting officer upon completion of the evaluation.

9. Meet with the contracting officer to—
 - a. Report the results of contractor surveillance.
 - b. Report the requesting agency's acceptance of services.
 - c. Determine the government's plan of action in the event of unacceptable, unsatisfactory, deficient, or non-compliant contractor performance.
 10. Recommend needed changes to the QASP to the Contracting Officer.
- B. The requiring agency's technical representative(s) shall promptly notify the GSA COTR should any significant contractor performance problem arise or become known between scheduled evaluation events.
- C. The contract monitors are to be objective, fair, and consistent in evaluating contractor performance.
- D. Upon completion of the contract services, all surveillance documentation shall be included in the contract file along with all other contract documents, i.e., Statement of Work and addenda, Task Order and all modification, meeting reports and minutes, correspondence pertaining to this contract or order, etc.
- E. Contractor performance and surveillance documentation can be used to complete Contractor performance evaluations that are submitted to the past performance data base.

Taking Corrective Actions.

The government will promptly notify the contractor of any unsatisfactory, unacceptable, deficient, non-conforming, or non-compliant performance. The contractor shall have the opportunity to review the government's determination and provide comments.

Any contractor performance problems that result from the failure of the government to fulfill any of its obligations under the contract or order, upon which contractor performance is dependent, will not be assessed and documented as contractor deficiencies or non-compliance, to the extent of Government liability.

The contractor shall be responsible for correcting all unsatisfactory, unacceptable, deficient, or non-compliant performance. For firm fixed-price contracts, the cost of re-performing unsatisfactory, unacceptable, deficient, or non-compliant work will be the sole responsibility of the Contractor. For Labor-Hour contracts, the cost of re-performing unsatisfactory, unacceptable, deficient, or non-compliant work will be reimbursed at the approved labor hour rate less an amount for profit, as prescribed by paragraph (f) of the clause entitled Inspection—Time-and-Material and Labor-Hour (May 2001)(FAR 52.246-6), which is included in this contract.

Disputes between the Contractor and the COTR / Agency Representative regarding surveillance results should be referred to the Contracting Officer.

Failure of the contractor to take appropriate and timely corrective action will result in the government's issuance of cure or show-cause notices or pursue other remedies set forth in the provisions of the contract or as provided by law.

When unsatisfactory work is not corrected or unacceptable work is not re-performed to the

Government's satisfaction, in addition to other available remedies, the Government may negotiate a reduction in the task order price to reflect the reduced value received. Additionally, the government reserves the right to include any incidents of unsatisfactory, unacceptable, deficient, or non-compliant performance, especially if uncorrected, in the contractor's past performance record.

Revisions to this QASP

This QASP and its accompanying Service Delivery Summary or Surveillance Objectives, Measures, and Expectations, and Contractor Performance Report format shall remain unchanged during the life of this contract or order unless modified to provide clarification or to reflect changes in the PWS/SOW/TAG or other contractual provisions. All modification will be implemented by a contract or order modification signed by the Contracting Officer and the Contractor. Revisions to this QASP are the joint responsibility of the Contracting Officer, COTR, and requiring agency representative.

SURVEILLANCE OBJECTIVES, MEASURES, AND EXPECTATIONS

- SERVICES -

PERFORMANCE OBJECTIVE

The Contractor shall perform the services necessary to perform the work set forth in the PWS/SOW/TAG.

PERFORMANCE MEASURES

Contractor performance will be evaluated using the following measures, consistent with CPARS (Contractor Performance Assessment Reporting System) Standard Contractor Performance Report requirements.

1. Quality:

(This is a multi-faceted performance measure that includes work excellence, completeness, effectiveness and document format and clarity)

(Excellence) Using this measure, the Government will assess the degree to which the work performed and items or documents delivered achieve a standard of excellence or adhere to rules established by a recognized authority as a standard of performance. For example, documents will be assessed to determine the degree to which they are technically sound and free of typographical, grammatical, mathematical, and conceptual errors. Using this measure, the Government will also evaluate the degree to which the required document(s) is suitable for assessing the impacts of all reasonable alternatives and how well the recommendations will meet the intended purpose(s).

(Completeness) Using this measure, the Government will assess the degree to which the Contractor identifies, includes, addresses and/or performs all pertinent aspects of the work or all pertinent elements of delivered items, data, or services. Using this measure, the Government will also assess the degree to which the Contractor performs all stipulated or planned activities and captures the results of those activities in the various documents that are to be delivered.

(Effectiveness) Using this measure, the Government will evaluate the degree to which the Contractor's performance (work, products, and data submissions) meets all goals and objectives established in both the PWS (Performance Work Statement), Government Task Directives, and in any required Contractor's project planning documents (e.g., assessments, analysis, project plan, WBS, or execution recommendations).

(Format & Clarity) Using this measure, the Government will assess the design, flow, matrix, and/or layout used by the Contractor to present data (whether presented physically, orally, or electronically). This assessment will focus on the degree of clarity and logical organization with which the data is presented and whether or not the format facilitates easy review and use of the material. Using this measure, the Government will assess the degree to which material presented in documents (narrative, tables, diagrams, footnotes, photographs, etc.) are easy to understand by the intended audience.

2. Schedule/Timeliness:

Using this measure, the Government will assess the degree to which the Contractor meets or

exceeds the delivery schedule.

3. Cost Control:

Using this measure, GSA will assess the degree to which the Contractor is able to control costs and accomplish the work at a lower cost than estimated and established in the task order budget without compromising other aspects of performance, e.g., while maintaining quality and timeliness.

[Note: This measure allows for a flexible assessment of costs.]

[Note: This factor will not be evaluated if all work is performed on a fixed price basis.]

4. Business Relationship:

Using this measure, the Government will assess the level of professionalism exhibited by the Contractor staff in interactions with Government and other personnel in connection with work being performed under this or contract.

5. Management:

Using this measure, the Government will assess the degree to which the Contractor's management is able to competently direct the work, resolve problems, interface with government program managers and technical experts, and balance the resource triangle of quality, schedule, and cost.

5. Utilization of Small Business:

Using this measure, the Government will assess the degree to which the uses small businesses to perform the work in comparison to proposed small business use.

[Note: This factor will not be evaluated if all work is performed by the prime contractor.]

5. Security:

Using this measure, the Government will assess the degree to which the Contractor complies with all required security measures and specifications. Using this measure the government will also assess security incidents and violations and subsequent corrective actions taken by the contractor.

PERFORMANCE EXPECTATIONS

Performance will be evaluated against the Performance Criteria Matrix (provided as a separate document) and the following Guidelines for Determining Satisfactory Performance.

Guidelines for Determining Satisfactory Performance:

The Government will use the following guidelines in determining satisfactory Contractor performance.

Quality:

The work described and the deliverables listed in the PWS (Performance Work Statement), SOW (Statement of Work), or TAG (Task Assignment Guide) shall be performed per applicable regulations, industry standards, and task order requirements.

The content of data deliverables shall address all of the areas and topics prescribed by the PWS/TAG. The information in the document(s) shall focus on the solution to the Government's need. Material in the documents should be appropriate and pertinent for the scope of the subject being addressed. Documents shall be submitted in the format described in the TAG.

Planning documents shall reflect an adequate understanding of the subject matter and of planned and potential activities for this project. If required by the PWS, planning document shall address alternatives and present sound and workable conceptual and technical conclusions and recommendations that are supported by the data acquired during the investigation portion of this project.

Reports shall capture and clearly convey the information they are intended to address per the requirements of the PWS, e.g., project status and milestone updates, problems and solutions, financial and travel information, etc.

The document format should be well organized and clear, making the information easy to find and use. However, draft formats may need minor revision and some information may not be immediately identifiable. These problems should only require minimal effort to correct prior to final submission. Ideas will be logically presented. Documents should contain few, if any, technical errors or inconsistencies between the information presented and that contained in the source documents or raw data. Document(s) will be grammatically and mathematically correct, although drafts may contain errors that require minor editing changes or corrections prior to final submission. Document content shall be consistent with common practice and industry or other established standards or protocols.

Schedule/Timeliness:

The Contractor shall perform work and submit the required documents by the time stated in the delivery schedule of the task order.

Cost:

Final costs of performance shall be within the agreed upon and approved budget.

Professionalism:

All interactions between Contractor personnel and Government personnel shall be professional and appropriate.

Management:

Management will be responsible, responsive, and pro-active in directing the work, resolving problems, interfacing with government program managers and technical experts, and balancing the resource.

Small Business Utilization:

The Contractor shall use small business to the degree originally proposed.

Security:

The Contractor shall comply with all required security measures and specifications and there shall be no security incidents and violations.

PERFORMANCE EVALUATION

The COTR, or other Government representative responsible for evaluating Contractor performance, shall complete a contractor performance evaluation at least on an annual basis using the CPARS evaluation form. The report shall address each of the applicable performance measures as they specifically apply to the work described and deliverables furnished in conjunction with this task order. Evaluation results will be provided to the contractor in their annual CPARS evaluation.